NAVAL SURFACE WARFARE CENTER CARDEROCK DIVISION WEST BETHESDA, MD AND PHILADELPHIA, PA

PERFORMANCE WORK STATEMENT FOR BASE SUPPORT SERVICES

SECTION C.1 GENERAL REQUIREMENTS

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NAVAL SURFACE WARFARE CENTER CARDEROCK DIVISION WEST BETHESDA, MD AND PHILADELPHIA, PA

PERFORMANCE WORK STATEMENT FOR

SECTION C.1 GENERAL REQUIREMENTS

SECTION C.1 GENERAL REQUIREMENTS

C.1.1 INTRODUCTION

C.1.1.1 SCOPE OF WORK

The purpose of this Performance Work Statement (PWS) is to describe the performance requirements for Base Support Services (BSS) for the Naval Surface Warfare Center, Carderock Division (NSWCCD); specifically including the Carderock Division Headquarters at West Bethesda, Maryland and the Carderock Division Site, Philadelphia, Pennsylvania, also known as Naval Ship Systems Engineering Station (NSWCCD SSES). The contract will be a combination Firm-Fixed Price (FFP) and indefinite delivery-indefinite quantity (ID/IQ) (Time and Material) contract. Within this document, the sites will be referred to as NSWCCD (Headquarters) and NSWCCD SSES respectively.

In addition to internal support at the headquarters site (NSWCCD) and Philadelphia site (NSWCCD SSES), NSWCCD also supports to varying degrees as specified herein, the following division sites:

- ? Large Cavitation Channel, Memphis, Tennessee
- ? Acoustic Research Detachment, Bayview, Idaho
- ? Fox Island Acoustic Laboratory, Puget Sound, Washington
- ? Combatant Craft Department, Suffolk, Virginia
- ? South Florida Ocean Measurement Center, Fort Lauderdale, Florida
- ? Research Vessels (3), Panama City, Florida
- ? Southeast Alaska Acoustic Measurement Facility, Ketchikan, Alaska

C.1.1.2 FUNCTIONAL AREAS

The Service Provider shall operate and manage those functions that comprise BSS functions at NSWCCD and NSWCCD-SSES. The applicable functions and sites at which these functions are currently performed are described in the sections identified as follows:

Command Staff Functions:

? Section C.5 Not Used

- ? Section C.6 Administrative Services and Operations (NSWCCD SSES)
- ? Section C.7 Human Resources Workforce Information (NSWCCD and NSWCCD SSES)
- ? Section C.8 Hazardous Material Disposal and Recycling Program (NSWCCD SSES)
- ? Section C.9 Security Office Assistance (NSWCCD and NSWCCD SSES)

Supply Department

? Section C.10 Supply Customer Service (NSWCCD)

Public Works Department

? Sections C.11 to C.13 Facilities Management (NSWCCD)

C.1.1.3 PWS DOCUMENT INFORMATION

C.1.1.3.1 Pagination

Pagination for all parts of Section C begin with the letter "C", followed by the section number and the page number (e.g., page 12 of section C.1 is C-1-12). Attachments follow this same pattern except that they use the attachment number followed by the page number. For example, the first page in Attachment C.6-2 is C.6-2-1.

C.1.1.3.2 Attachments

Attachments are used to provide supplementary information and can be in the form of tables, graphs or maps. Attachments may be referenced from any part of the Contract. Section C Attachments will have a number that links them to a designated Contract Section; e.g., Attachment C.3-2 is the second attachment referenced in Section C.3.

C.1.2 GENERAL PROVISIONS

C.1.2.1 Service Provider Responsibilities

The Service Provider shall be responsible for overall management of the BSS specified herein. The Service Provider's work and responsibility shall include all management, administration, supervision, labor, materials, supplies, tools, and equipment except where specified as Government-furnished to provide BSS to NSWC Carderock Division sites, detachments, tenant commands and various Government entities as specified herein.

The Service Provider shall perform all related administrative services necessary to perform the work, to include, but not be limited to, Administrative Operations Support, Human Resources Information Systems Support, Hazardous Waste Management and Recycling, Security Assistance, Supply Customer Service and Receipt/Invoice Processing, and Public Works Emergency and Routine Facilities Maintenance. The Service Provider shall comply with all applicable Federal, State and local laws, regulations, codes, directives, and publications.

The Service Provider shall compile historical data, prepare required reports and submit information as specified in Attachment C.1-1. - Reports and Submittals, additional attachments in the other subsections of this document and as otherwise required by the Government Representatives in the performance of the work described herein.

C.1.2.2 WORKLOAD

The Service Provider shall understand and anticipate that during the course of this Contract there will be workload increases and decreases. The projected workload information displayed in the text (or Attachments) is based on annual data, where available, or extrapolated to represent estimated annual workload where less than one year's data was available. This workload is provided to assist prospective offerers with the proposal preparation. The workload data shall not be a limiting factor on the Service Provider's obligation to perform all services described in this Contract to the required level of effort. The workload included herein is representative of the type and quantity of workload that the Service Provider can expect to encounter during performance of this Contract, except where otherwise noted.

C.1.2.3 PROJECT MANAGEMENT

C.1.2.3.1 Project Manager

The Service Provider shall provide a Project Manager (PM) or Acting Project Manager (APM) at NSWCCD Headquarters and a designated point of contact at NSWCCD SSES as described below on site during the respective core hours of each site, except on Federal holidays as listed in Attachment C.1-2. - Federal Holidays. The PM and APM shall be qualified to manage the overall work being performed. The PM shall conduct overall management coordination and shall be the central point of contact with the Government.

C.1.2.3.2 Project Manager Authority

The PM and APM shall have authority to act for the Service Provider on all Contract matters relating to daily operations and bind the Service Provider up to the limits of the Contract.

C.1.2.3.3 Responsiveness

The PM or APM shall be available within 30 minutes during normal duty hours to meet with Government personnel. After normal duty hours, including weekends and public holidays, the PM or APM shall be available within two hours. The Service Provider shall provide a list of key personnel phone numbers to the Designated Government Representative (DGR) in the event the PM or APM cannot be reached after hours.

C.1.2.3.4 Designation of Managers and Supervisors

The Service Provider shall identify in writing to the Contracting Officer (KO) on or before Contract start the managers and supervisors, and their alternates, for each major service listed in this Contract. The Service Provider shall ensure that sufficient managers or supervisors, consistent with the supervisory requirements of each particular operation, shall be on duty during all operating hours for each service area as described in Sections C.6 through C.13 of this Contract.

C.1.2.3.4.1 NSWCCD SSES Point of Contact

The Service Provider shall identify a manager or supervisor as a primary Point of Contact (POC) at NSWCCD SSES to respond to the Government Representative for routine business and administrative matters during core business hours.

C.1.2.4 MEETINGS, CONFERENCES, AND BRIEFINGS

C.1.2.4.1 Attendance

The Service Provider shall attend, participate in, compile data for, and furnish input to scheduled and unscheduled meetings, conferences, and briefings that relate to the contracted functions and services as required by the KO or the DGR to provide effective communication and impart necessary information. The Service Provider shall participate in meetings with installation customers, Federal, state, and local agencies and their representatives, and other Service Providers as required by the KO or designated representative. These meetings include both on-site and off-site meetings, and the frequency may be weekly, monthly or as otherwise specified by the KO or designated representative. Meetings may start or end outside of core duty hours.

C.1.2.4.2 Reporting Requirements

When the Service Provider is the sole representative of the Government at meetings, conferences, or trips off the installation, a report shall be furnished to the DGR within two working days after meeting completion. The report shall include identifying information, names of attendees, general observations and conclusions or recommended actions and any additional relevant information such as handouts.

C.1.2.5 TRAVEL AND TRAINING

C.1.2.5.1 Government Directed

The Government will occasionally direct the Service Provider to attend conferences, symposiums, training, attend other meetings relevant to the functions specified in this PWS or perform work at other NSWCCD sites as specified in paragraph C.1.1.1. The Government will fund all directed training and travel. Travel may be required on weekend; however, the Government will not reimburse labor costs associated with weekend or evening travel. Travel and per diem will be reimbursed in accordance with the Joint Travel Regulations and will not exceed per diem rates. The Service Provider shall ensure that itemized travel invoices for Government directed travel are submitted in accordance with the provisions of the Joint Travel Regulations within five working days of returning from travel.

C.1.2.5.2 Other Training and Travel

The Service Provider may propose to the Government training/travel relevant to the functions of this PWS. If approved, the Government will fund such training/travel. If not approved, the Service Provider may fund the training and associated travel, at no expense to the Government.

Training required to maintain licenses, credentials or training required to meet job qualifications is not considered to be Government directed and will not be done at Government expense.

C.1.2.6 CUSTOMER SERVICE

C.1.2.6.1 Scope of Service

The Service Provider shall provide prompt, courteous service in the performance of all functional areas of this PWS. The Service Provider shall advise and assist customers on all matters relating to base support functions covered in this PWS and shall provide response to customer inquiries and technical questions within two working days or by the time required in the request.

C.1.2.6.2 Information Updates

The Service Provider shall distribute to all customers, base support-related information impacting operating procedures, levels of support and program changes within the functional areas covered by this PWS.

C.1.2.6.3 Customer Complaints

The Service Provider shall be responsive to all customer complaints regarding BSS performed under this Contract and shall make every attempt to resolve complaints promptly and at the lowest possible level. The Service Provider shall ensure that all Service Provider personnel are properly trained and instructed in dealing with customer complaints, specifically including when to elevate direct complaints to Service Provider management for assistance in resolution. Likewise, Service Provider management must be sensitive to situations which may or may not be within their control, but appear to have escalated beyond their ability to resolve and shall notify the DGR in such situations.

C.1.2.7 FINANCIAL ADMINISTRATION

C.1.2.7.1 General

The Service Provider's financial program shall be compatible with the Government's accounting system as prescribed in the Federal Management Regulations (FMR) – Volume 11B. This basic breakdown requires a spread of contract costs between applicable Job Order Numbers (JONs) issued for the firm-fixed price work. JONs will be provided by the Comptroller prior to 1 October annually and at other times as required. The Government reserves the right to add or delete JONs and request cost transfers to accrue costs

C.1.2.7.2 Financial Administration Program

The Service Provider shall establish a financial administration program, which provides sufficient data to develop the financial reports required by this contract. The cost of the financial administration program shall be included in the FFP portion of this contract. This program shall ensure an accurate breakdown of the contract price into the Government accounting system.

C.1.2.7.3 Cost Records

The Service Provider shall maintain cost records to accurately account for and track man-hours, labor cost, material costs, contractual costs and work units for each assigned JON. Costs shall be maintained separately for direct and indirect costs. The Service Provider shall collect cost data for overhead applicable to the firm-fixed price to enable allocation to the correct JON based upon level of effort. The Service Provider shall prepare and submit the cumulative fiscal year Job Order Number Financial Administration Report monthly by the 5th of the following month.

C.1.2.7.3.1 The Government reserves the right to periodically inspect the Service Provider's records supporting Service Provider invoices and other financial information provided by the Service Provider.

C.1.2.7.4 Cross-Reference System

The Service Provider shall maintain and segregate costs for all services by Section; maintain a cross-reference system that will permit summarizing cost information by JON and request for contractual procurements; maintain cost records to reflect direct

man-hours, labor costs, material costs and work units for each assigned JON; collect cost data, including overhead, as necessary, to allocate costs to the correct JON by level of effort. The Service Provider shall contact the Comptroller for clarification on proper use of JONs and assignment for new JONs. The Service Provider shall establish a cost accounting system that separately accrues and accounts for costs associated with the work.

C.1.2.8 DATA AND INFORMATION

C.1.2.8.1 General Requirement.

The Service Provider shall respond to requests for information, including programmed (scheduled) and unprogrammed (unscheduled) requests.

- C.1.2.8.1.1 Data Criteria. The Service Provider shall submit programmed and unprogrammed information, subject to Government review for adequacy, utilizing the following criteria:
 - ? Complete: To include all information
 - ? Accurate: Factual and correctly tabulated data
 - ? Preparation: In accordance with applicable publication or other specified format
 - ? Signed: Name and signature of Project Manager
 - ? Timely: Provided within the specified time frames
 - ? Distribution: Provided to the specified distributees
- C.1.2.8.1.2 Unprogrammed Requirements. Upon notification by the DGR or designated Government Representative and as described in detail in the functional subsections, the Service Provider shall provide management and technical information including such items as:
 - ? Technical evaluation of suggestions
 - ? Input for staff studies
 - ? Fact sheets
 - ? Audits
 - ? Congressional Inquiries
 - ? One-time reports
 - ? Current material, equipment, facilities, and other listings
 - ? Current material, equipment, facilities, and other property inventories, such as equipment density listings
 - ? Current equipment maintenance records
 - ? Recommendations for amending, revising, or originating Government regulations or policies within the scope of this contract
 - ? Information requested by Government personnel performing official duties, to include monitoring contract compliance

- ? Responses to Government and other Service Provider personnel conducting information and communication systems site surveys, information systems fielding, and communication engineering and construction as required by the Government
- ? Access to Data and Information
- ? The Service Provider shall ensure that all Service Provider-generated technical records, reports, files, and other documentation are made available to the DGR, DGR's representatives, and other authorized Government representatives during the performance of this contract. The Service Provider shall obtain DGR approval before releasing any information that has been stored, generated or archived related to this contract to the Service Provider's corporate or other offsite offices, to other Government activities or agencies, to other Service Providers, or to private parties.

C.1.2.8.2 Marking Proprietary Information

The Service Provider shall mark all records, files, reports, and data deemed proprietary. The Government will make the final determination of the appropriateness of proprietary claims by the Service Provider.

C.1.2.8.3 Release of Information

The Service Provider shall not release any news (including photographs and films, public announcements, or denial or confirmation of same) or installation-related information of any subject matter within this contract or any phase of any program herein to the media or any other unauthorized users without the prior written approval of the DGR.

C.1.2.9 VEHICLE OPERATION

C.1.2.9.1 General

The Service Provider and all Service Provider personnel shall operate all vehicles (Service Provider-owned, Government Furnished Equipment (GFE) or personal) at all NSWCCD sites according to local and State laws and regulations. Service Provider personnel utilizing privately owned vehicles at all NSWCCD sites shall possess a valid state's driver's license and be properly insured. All vehicles operated on Government property are subject to search.

C.1.2.9.2 Installation Vehicle Registration

- C.1.2.9.2.1 Privately Owned Vehicles. Service Provider personnel utilizing privately owned vehicles (POV) at NSWCCD or NSWCCD SSES shall register their POV pursuant to the respective site requirements. The Government will provide the specific requirements for these respective sites prior to the Contract start date.
- C.1.2.9.2.2 Service Provider Vehicles. The Service Provider shall register all Service Provider vehicles to be used in the performance of this contract pursuant to the respective site requirement.

C.1.2.9.3 Vehicle Parking

Parking for Service Provider personnel is available in authorized areas on a first-come, first-served, space-available basis. The Government reserves the right to change parking arrangements at any time.

C.1.2.10 PERSONNEL

C.1.2.10.1 General

The Service Provider shall provide the necessary qualified personnel to accomplish all Contract work and services required by the Contract within specified time frames. Service Provider employees shall be trained, certified or licensed as specifically stated in the PWS or as required by the state in which the work is accomplished or statutes applicable at the time of employment start date.

C.1.2.10.2 Definition of Service Provider Employees

For the purpose of this contract, the term "Service Provider employee(s)" applies to all Service Provider employees and subcontracted service provider employees performing work on this contract.

C.1.2.10.3 General Qualifications

- C.1.2.10.3.1 All Service Provider employees shall be United States citizens.
- C.1.2.10.3.2 All Service Provider employees shall be able to speak, read, write, and understand English for those positions interacting with Government or customer personnel, and where English is used or essential to provide the product, record, data, information, or service. The PM and other key Service Provider personnel must be able to fluently read, write, speak and understand English.
- C.1.2.10.3.3 All Service Provider employees shall maintain appropriate standards of grooming, hygiene and personal appearance commensurate with their respective positions. The Service Provider shall also ensure that employees are appropriately dressed including personal protective clothing and equipment, for the work to be done.
- C.1.2.10.3.4 The Service Provider shall not employ any person on this Contract if such employee is identified to the Service Provider by the DGR as a potential threat to the health, safety, security and general well being of base personnel or to the operational mission of the installation and its served population.
- C.1.2.10.3.5 The Service Provider shall not employ any person who is an employee of the U.S. Government if employing that person would create a conflict of interest. Additionally, the Service Provider shall not employ any person who is an employee of the Department of the Navy unless such person seeks and receives approval according to appropriate regulations.

C.1.2.10.4 Conduct

C.1.2.10.4.1 General

All employees of the Service Provider in the performance of this Contract, or any representative of the Service Provider entering Government property, shall obey all regulations of the Command. The Service Provider shall be responsible for maintaining satisfactory standards of employee conduct and for taking disciplinary actions with respect to Service Provider employees as may be necessary.

C.1.2.10.4.2 Disorderly Conduct

Disorderly conduct, such as fighting, use of abusive or offensive language, disruptive shouting, intimidation by words or actions, or sexual harassment shall not

be permitted. Service Provider employees shall not participate in disruptive activities that interfere with normal and efficient Government operations.

C.1.2.10.4.3 Personnel Removal

Violation of Command or higher authority rules, regulations, laws, directives or requirements shall be grounds for removal (permanently or temporarily as the Government determines) from the work site. The Service Provider shall remove from the site any individual whose continued employment is deemed by the DGR to be contrary to the public interest or inconsistent with the best interests of National Security. In addition they shall abide by the security regulations listed in the Contract and shall be subject to such checks by the Government as may be deemed necessary. Such removal of employees does not relieve the Service Provider from the requirement to timely perform Contract tasks.

C.1.2.10.5 Employee Training Plan

- C.1.2.10.5.1 General. The Service Provider shall have a Training, Qualification and Certification Plan for its employees. This Plan shall describe how the Service Provider will establish and maintain a fully qualified work force. The Service Provider shall not deviate from the submitted Plan without the approval of the DGR.
- C.1.2.10.5.2 Formal Training During Contract Period. The Service Provider shall provide employees trained with the skills, knowledge, certifications and licenses to perform the services in this Contract. If the Government adds new services, which require new skills and abilities that the Service Provider does not have, the Service Provider may request training. In this case the Government may provide travel and per diem. The Service Provider shall obtain approval from the DGR prior to any such training. If the Service Provider desires to use Government Schools, requests for school quotas to attend Government Courses of Instruction shall be prepared and submitted to the DGR. The Government reserves the right to accept or reject such requests.

C.1.2.10.6 Drug Free Work Place/Workforce

- C.1.2.10.6.1 General. The Service Provider shall not allow any employee who has possession of or who is under the influence of alcohol or controlled substances to perform work under the Contract. The Service Provider shall conduct a program of a "drug free workforce" with monitoring and controls as necessary to ensure the safety of personnel, equipment and property. Refer to Section I FAR Clause 52.223-6, Drug Free Workplace and DFAR Clause 252.223-7004, Drug Free Workforce.
- C.1.2.10.6.2 Drug surveillance. The Government reserves the right to inspect Service Provider areas for drugs, using surveillance methods to include trained drug identification dogs.

C.1.2.10.7 Employee Roster

The Service Provider shall provide the DGR with a roster listing, by service area, of all Service Provider employees and their job titles at least ten calendar days prior to the Full Contract Performance date and within one working day of any change in the employee staffing. The Service Provider shall indicate on the roster Service Provider employees requiring access to areas requiring security clearances and their respective security clearance level. All personnel shall be cleared prior to assignments to

positions requiring clearances.

C.1.2.10.8 Specific Qualifications

- C.1.2.10.8.1 Project Manager / Acting Project Manager. The PM or APM at NSWCCD Headquarters shall possess, at a minimum, a Bachelor's Degree in Business Management, Public Administration, Engineering, or an associated field. In addition, the PM and APM shall have five years of experience managing multifunction Government contracts.
- C.1.2.10.8.2 Functional Managers and Other Specific Employees. The respective functional areas require managers and other key personnel to possess specific qualifications including experience, education, licenses or certifications. Those specific requirements are addressed within the requirements of each functional area of this PWS.

C.1.2.11 DOCUMENTS AND REPORTS

C.1.2.11.1 Organization Chart

The Service Provider shall submit an Organization Chart to the DGR within 30 calendar days following Contract award and five (5) working days as changes occur, showing the Service Provider's organizational structure and functional alignment.

C.1.2.11.2 Standard Operating Procedures

The Service Provider shall develop, and coordinate with the DGR, Standard Operating Procedures (SOPs) for those functions that require the Service Provider to directly interface with customers, unless otherwise specified. SOPs shall describe in detail the procedures and cover the following topics at a minimum: hours of operation, work assignments, approval authorities, functional relationships between the Government and the Service Provider, and any other information needed for efficient and uniform performance.

C.1.2.11.3 Administrative Requirements

The Service Provider shall provide all clerical skills necessary to prepare correspondence, directives, and maintain functional files, blank forms, and the technical and administrative publications libraries required to accomplish the functions and tasks included in this Contract. The Service Provider shall annotate the date received on all incoming documents and correspondence received. The Service Provider shall conduct reports control and records administration programs in accordance with SECNAV Instructions 5215.1C and 5216.5D.

C.1.2.11.4 Files

The Service Provider shall maintain and retain Government-furnished classified and unclassified files in existence at the Contract start, and those generated under this Contract, in accordance with SECNAV Instruction 5510.36 Department of the Navy (DON) Information Security Program (ISP) Regulations. The Service Provider shall provide security of classified documents in accordance with SECNAV Instruction 5510.36, and DOD Reg. 5200.1-R, Information Security Program Regulation. All such records and files shall be made available for review by any agency or individual authorized access by the DGR. All files maintained by the Service Provider under the provisions of this Contract are the property of the Government and shall be returned to the Government upon expiration or termination of this Contract.

C.1.2.12 REGULATIONS, MANUALS, AND TECHNICAL DOCUMENTS

C.1.2.12.1 General

The Service Provider shall become acquainted with and obey all Government regulations as posted, or as required by the DGR. Regulations, manuals and technical documents applicable to this contract are listed in Section C.14 as well as in the respective functional subsections of this PWS. The Service Provider shall be responsible for complying with all installation regulations specified herein.

C.1.2.12.2 Technical Reference Library

The Government will provide documents, instructions, publications and references applicable to this contract to form part of the Technical Reference Library (TRL). This data will be referred to by basic designation and will form a part of the specification to the extent indicated by the references thereto. TRL data shall include applicable Government publications and regulations, operation and maintenance procedures, plans and drawings, Government and manufacturers' equipment operation and maintenance manuals, historical data, completed delivery orders, and completed service calls. The Service Provider shall continuously maintain and update TRL data throughout the contract period. The Service Provider shall procure the commercial publications, including manufacturer's manuals necessary to perform under the terms of this contract.

C.1.3 OPERATIONS

C.1.3.1 Project Operations

Any off-site support space used by the Service Provider shall be at the Service Provider's expense. All technical and administrative information concerning NSWCCD's operations and support requirements will be distributed via electronic mail, directives, memorandums and other command documentation. To stay current with daily requirements and changes to those requirements, the Service Provider's PM shall attend Department Head meetings and designated personnel shall attend base support related meetings and other meetings involving planning and management that may impact applicable BSS. The Service Provider shall include the DGR as an addressee on all messages sent to Government personnel. At no time shall the Service Provider take direction from Government personnel other than the KO, DGR or the designated Government Representative from the respective functional area.

C.1.3.2 WORK CONTROL AND CONTINUITY

The Service Provider shall ensure continuity of work at all times. Work shall not be degraded or interrupted by actions of management or work stoppages. The Service Provider shall have a contingency plan to provide critical services during declared labor strikes.

The Service Provider shall establish a system for work control and financial recordskeeping that uses appropriate work authorization documents; provides adequate controls and reports to ensure effectiveness, efficiency and prompt response to workload requirements.

C.1.3.3 Hours of Operation

C.1.3.3.1 General

NSWCCD and NSWCCD SSES operate on "Core Hour" schedules as described

below, excluding public holidays. However, many employees work flexible schedules. Normal Service Provider work hours shall ensure full coverage of NSWCCD and NSWCCD SSES Core Hours, with earlier starting or later ending times to be used to accommodate lunch period staffing requirements and to compliment the schedules of the various functional customers to maximize service. The Service Provider shall coordinate the actual operating hours of each functional area with the DGR and the customer departments. Once the various operating hours are established, the Service Provider shall not change the established work hours without DGR approval.

- C.1.3.3.1.1 Compressed Work Schedule. The Government works on a compressed work schedule (5, 4, 9) 8-nine hour days, 1 eight hour day with one Friday off every other week, Mondays through Fridays, except (a) Federal holidays and (b) other days specifically designated by the Government. Employees work an 80 hour two week period with schedules adjusted to have at least 50% of the work force on station for 9 hours per weekday.
- C.1.3.3.1.2 NSWCCD Headquarters normal business hours are Monday through Friday, 0800 to 1630.
- C.1.3.3.1.3 NSWCCD SSES normal business hours are Monday through Friday, 0800 to 1630.

C.1.3.3.2 Installation Closures

The Service Provider shall not be expected to perform routine work scheduled for the day when an unforeseen Installation closure (e.g., snow days, presidential declared holidays, delayed openings, or early dismissal) occurs on a regularly scheduled day of work. The Service Provider shall perform work on such a day as it would during non-working hours, such as emergency work or as designated. The Government will have the following options for completing work scheduled for an Installation closure day:

- ? Reschedule the routine work to be performed the following day unless the following day is a Saturday, Sunday, or a legal public holiday and routine work is not scheduled for that day
- ? Reschedule the routine work on any day mutually satisfactory to both the Government and the Service Provider
- ? Forego the work, when mutually agreed upon.

C.1.3.3.3 Special Work Requirements

Severe weather or other facility related utility/maintenance problems may require expanded operating hours for select NSWC personnel. Unless otherwise specified in the Contract, the Service Provider shall respond to after-hour or emergency requests (those outside of normal hours) only upon approval by the Contracting Officer or designated representative.

C.1.3.3.4 Work Hour Changes

The DGR retains the right to change regular work hours. When directed by the DGR, the Service Provider shall perform work outside of normal work hours to support operations, to avoid disruption of Government work areas or personnel, and perform emergency work that shall continue without interruption until the emergency is corrected. The Service Provider can anticipate work outside of normal work hours each year as indicated in the workload data herein.

C.1.3.4 CONTINGENCY EVENTS

If a national emergency or natural disaster occurs and results in an increase of work directed by the KO in excess of that identified in this Performance Work Statement (PWS), and an increase in cost of performance occurs, the Service Provider may be entitled to an equitable adjustment. The Service Provider shall assume that NSWC cannot provide supplemental forces and continues to require the same or additional performance, which the Service Provider shall be required to meet.

C.1.3.5 SERVICE PROVIDER INTERFACES

C.1.3.5.1 General

The Government has awarded and may continue to award other contracts for real property operations, repair, maintenance, construction, alterations and other types of support services. These other contracts will be awarded independently from this Contract. Initial coordination required between the Service Provider and Service Providers performing other contracts for the Government will be made by the KO or designated representative.

C.1.3.5.2 Service Provider Interface

The Service Provider shall provide to the DGR all further required coordination between Service Providers for any task specified in this Contract that relates to or impacts the other Service Providers in performing their work. The Service Provider shall work cooperatively with engineering, construction and "other" Service Providers that perform services at NSWCCD and NSWCCD SSES. This cooperation may occasionally require sharing of Government Furnished Facilities and Equipment outlined in Section C.3. The Service Provider shall provide support services included in the Contract to other Service Providers when directed by the KO or designated representative. The KO or designated representative may provide additional direction regarding interface with other Service Providers.

C.1.3.5.2.1 Disputes With Customers or Other Government Service Providers. The Service Provider shall refer unresolved disputes in receiving support from, or providing support to, customers or other Service Providers to the KO or designated representative within two hours from the time the dispute occurs and follow up in writing within two working days.

C.1.3.5.3 Inter-service Support Agreement/Memorandum of Understanding.

The Service Provider shall participate in and ensure performance requirements of all current and future Inter-Service Support Agreements (ISSA) and Memorandums of Understanding (MOU) are met in full. These ISSAs and MOUs may require the Service Provider to provide services or the Service Provider may receive services on behalf of the Government. ISSAs and MOUs are listed in Attachment C.1-3. - Interservice Support Agreements and Memorandums of Understanding and are available for review in the TRL.

C.1.4 SECURITY REQUIREMENTS

C.1.4.1 GENERAL

The Service Provider shall comply with all security requirements according to current editions of DOD Directive 5200.1, Information Security Program; DOD Directive 5200.2, Personnel Security Program; OPNAV Instruction 5510.1, Information and Personnel

Security Program Regulations; OPNAVINST 5530.14, Physical Security and Loss Prevention and local security instructions and directives.

C.1.4.1.1 Information Security

Neither the Service Provider nor any Service Provider employees shall disclose or cause to be disseminated any information concerning the operations of the activity which could result in or increase the likelihood of the possibility of a breach of the activity's security or interrupt the continuity of its operations. All inquiries, comments or complaints arising from any matter observed, experienced, or learned as a result of or in connection with the performance of this contract, the resolution of which may require the dissemination of official information shall be directed to the DGR or Contracting Officer.

C.1.4.1.1.1 Disclosure of information relating to the services hereunder to any person not entitled to receive it, or failure to safeguard any classified information that may come to the Service Provider or any person under his control in connection with work under this Contract, may subject the Service Provider, his agents, or employees to criminal liability under 18 U.S.C., Sections 793 and 798 as well as other relevant provisions of law.

C.1.4.1.2 Security Violations

Deviations from or violations of any of the provisions of this paragraph may, in addition to all other criminal and civil remedies provided by law, subject the Service Provider to immediate termination for default and the individuals involved to a withdrawal of the Government's acceptance and approval of employment.

C.1.4.2 SECURITY TRAINING

The Service Provider shall ensure that appropriate employees receive security training according to DOD Directive 5220.22, Industrial Security Manual. The NSWC Security Manager will provide such training which the Service Provider shall request through the DGR.

C.1.4.3 IDENTIFICATION OF EMPLOYEES

C.1.4.3.1 Identification Badges

The Service Provider shall ensure Service Provider personnel wear a Government furnished Employee Identification Badge while performing work on the Contract and for the purpose of access to the respective installation. The Government will provide specific requirements for the respective installation. Upon termination of the Contract or employment of Service Provider personnel, Government-furnished identification badges shall be turned in to the Service Provider's Project Manager who shall then turn in all badges to the Contracting Officer or Government Representative.

C.1.4.3.2 Display of Badges

Service Provider personnel shall wear the identification badge at all times when performing work under the Contract. Unless otherwise specified in the Contract, each employee shall wear the badge in a conspicuous place on the front of exterior clothing and above the waist except when safety or health reasons prohibit. Personnel may wear identifying badges inside the upper shirt pocket when performing maintenance or repair of equipment.

C.1.4.4 SECURITY CLEARANCES

C.1.4.4.1 Facilities Securities Clearance

The Service Provider shall obtain a facilities securities clearance, where applicable, in accordance with the National Industrial Security Program Operating Manual (NISPOM), DOD 5220.22-M.

C.1.4.4.2 Service Provider Employees

The Service Provider shall provide personnel who are qualified and possess the appropriate clearance to perform the work described in this PWS. Security clearances shall be obtained pursuant to NSWCCDINST 5500.4A-Security Program Manual 5500.4A. Personal security clearance requirements are addressed within each specific functional area of this Performance Work Statement.

C.1.4.5 PHYSICAL SECURITY

C.1.4.5.1 General

The Service Provider shall maintain all "assigned to" or "occupied by" Service Provider spaces safe and secure and shall conduct random physical security inspections to comply with OPNAVINST 5530.14. The Service Provider shall be responsible for insuring that all doors and other security barriers are maintained properly and shall secure all working and/or operating spaces at the end of each working day.

C.1.4.5.2 Lock Up Responsibilities

The Service Provider shall secure all work spaces properly at the end of each work day or shift including: locking all offices, lockers, tool boxes, tool rooms; locking keys in key control box; turning off computers; turning out all non-security or safety lights; securing all water and air outlets; closing and locking windows; properly accounting for and returning all classified material; and closing and locking all external entrances. The Service Provider shall report any and all unusual occurrences to base security and the DGR.

C.1.4.6 KEY CONTROL

C.1.4.6.1 General

The Government will issue keys for occupied spaces to the Service Provider who shall issue, store and keep them safe. Special key control procedures are addressed in the respective functional area.

C.1.4.6.2 Key Control

The Service Provider shall establish a control system to safeguard Government-issued keys to prevent theft, loss or use by unauthorized persons. If, through negligence of the Service Provider, the Government must re-key locks for which the Service Provider has received keys, the Service Provider shall reimburse the Government for costs incurred. The Service Provider shall not duplicate Government keys unless authorized by a valid work document approved by the KO or designated representative. The Service Provider shall report to the DGR any occurrence of a lost key within one working day of discovery of the loss.

C.1.4.6.3 Lock Combinations

The Service Provider shall not use combination locks to secure Government-furnished facilities. When the Service Provider uses combination locks on storage cabinets,

security cages and similar items, the Service Provider shall provide the lock combinations to the DGR and the Security Office; this excludes the use of combination locks on personal gear; i.e.; toolboxes, personal change lockers.

C.1.4.6.4 Semi-Annual Key Inventory Report.

The Service Provider shall submit a Semi-Annual Key Inventory Report to the DGR. The first inventory shall be completed within two (2) days of the full Contract performance date and the initial inventory report submitted within five (5) days of the full Contract performance date. Subsequent inventories shall be submitted semi-annually thereafter, beginning six (6) months after full Contract performance date.

C.1.5 ENVIRONMENTAL. RECYCLING AND HAZARDOUS MATERIAL PROGRAMS

C.1.5.1 ENVIRONMENTAL PROGRAM

C.1.5.1.1 Environmental Compliance with Laws and Regulations

The Service Provider shall comply with Federal, State, local, and Navy environmental laws, policies and regulations such as Resource Conservation and Recovery Act (RCRA), Safe Drinking Water Act (SDWA), the Clean Air Act (CAA), and Federal Facilities Compliance Act (FFCA). The Service Provider shall establish policies and procedures that protect the health and safety of employees and the community and minimize/eliminate the risk of environmental pollution. The Service Provider shall operate all Government-furnished and Contractor-furnished equipment in accordance with Federal, State, county, and local environmental regulations and plans.

C.1.5.1.2 Environmental Permits and Coordination

Any action initiated by the Service Provider that requires environmental planning and permitting or has the potential to affect human health or the environment shall be subject to environmental review by the NSWCCD and NSWCCD SSES Environmental, Safety, and Health Offices. The Service Provider shall coordinate all actions with the DGR.

C.1.5.2 RECYCLING PROGRAM

All Service Provider employees shall fully support and participate in existing or future base recycling programs. Specific Service Provider responsibilities regarding management and performance of the Recycling Program at NSWCCD SSES are addressed in Section C.8 of this PWS.

C.1.5.3 HAZARDOUS MATERIALS

C.1.5.3.1 General

The Service Provider shall ensure compliance with OPNAVINST 5100.23 (series), 5090.1B CH 2, Navy Occupational Safety and Health (NAVOSH) Program, CARDEROCKDIVINST 5090.11, and other local directives and instructions with respect to the use and handling of Hazardous Materials.

C.1.5.3.1.1 Receipt of Hazardous Materials. The Service Provider shall notify the DGR in writing five (5) days prior to bringing Hazardous Materials (HAZMAT) onsite. The notification shall include the item description, intended physical location and the quantity of each item. Items requiring storage on-site in excess of 30 days must receive signed certification of approval from the Command Hazardous Material Control and Management (HMC&M) Coordinator, Code 007 (NSWCCD Headquarters) and Code 0026 / 0027 (NSWCCD SSES).

- C.1.5.3.1.2 Use of Hazardous Material. The Service Provider shall use HAZMAT in the minimum amounts necessary; use less hazardous substitutes, if feasible; and use material that results in recyclable hazardous waste, if possible. The Service Provider shall maintain a list by work center of all HAZMAT being used with a copy of the respective list maintained in each work center.
- C.1.5.3.1.3 Storage and Handling. The Service Provider shall store hazardous waste neatly and orderly according to Federal and State regulations. The Service Provider shall label, tag, or mark each container of HAZMAT in English with the identity of the hazardous chemical ingredient(s) contained within, appropriate hazard warning(s), quantity, and manufacturer's name and address. The Service Provider shall place a Material Safety Data Sheet (MSDS) in the area where each HAZMAT item is stored and shall submit a copy of each MSDS to the Command HMC&M Coordinator, specifying the location of material storage and, if applicable, the ROICC representative assigned to the particular project requiring the use of HAZMAT.
 - C.1.5.3.1.3.1 The Government will inspect HAZMAT storage areas. Deficiencies noted by the Command HMC&M Coordinator shall be subject to a three (3) day or less corrective action time period, based on the urgency as determined by the designated representative from Code 007 (NSWCCD Headquarters) and Code 0026 / 0027 (NSWCCD SSES). The Service Provider shall submit section B of the deficiency notice OPNAV 5100/12 to the HMC&M Coordinator within 30 days of the noted discrepancy in accordance with NAVSSESINST 4110.5, OPNAVINST 5100 series.
- C.1.5.3.1.4 Hazardous Material Training. The Service Provider shall ensure that all Service Provider personnel who may handle or use HAZMAT in the performance of this Contract receive Hazardous Communication (HAZ COM) training pursuant to 29 CFR Section 1910.1200.
- C.1.5.3.1.5 Spill Prevention. The Service Provider shall avoid the inadvertent release of hazardous materials and petroleum products to the environment.
 - C.1.5.3.1.5.1 Notification of Environmental Spills. The Service Provider shall notify the DGR of any spills or accidental discharge of HAZMAT. All HAZMAT spills other than minor spills that can be safely cleaned up by properly trained Service Provider personnel in accordance with the MSDS, shall be reported immediately to the Base Fire Department at extension 1550 (NSWCCD Headquarters) and 3333 (NSWCCD SSES) or via telephone number 911. Service Provider personnel reporting the incident shall remain near the telephone for return calls or to assist in directing the response team. Only properly trained personnel may cleanup/contain HAZMAT spills or discharges. The Service Provider shall be liable for containment and environmental cleanup of HAZMAT spills caused by Service Provider personnel.
- C.1.5.3.1.6 Annual Inventory Report of Hazardous Material. The Service Provider shall inventory all HAZMAT and submit a Hazardous Material Inventory Report to the DGR annually. The inventory shall be conducted and prepared in accordance with local instructions. The first inventory shall be conducted within 10 days of the full Contract performance date and the first report submitted 15 days later.

C.1.6 SAFETY

C.1.6.1 SAFETY PLAN AND PROGRAM

C.1.6.1.1 Development and Implementation

The Service Provider shall develop and submit to the DGR, at least 20 calendar days prior to Contract start, a Safety Plan. The Safety Plan shall delineate the processes and procedures that the Service Provider shall use to prevent mishaps and preserve the life and health of Service Provider and Government personnel and the public, and that protects work and property. The Service Provider shall implement a Safety and Health Program based on the Safety Plan at the Contract start. The Service Provider's safety program shall fully comply with the provisions of Occupational Safety and Health Administration (OSHA), state and local regulations. In cases where standards conflict, the stricter requirement shall apply. The Service Provider shall assume all liability as the "Controlling Employer" under OSHA's multi-employer Work Site Policy for all injuries and hazards at the Service Provider's work sites. In no instance will the Government assume responsibility as the "Controlling Employer" at the Service Provider work sites regardless of the number of employers that are sharing a Service Provider's work site. The Service Provider shall update the plan as changes occur and shall submit a copy of the proposed plan to the DGR no later than 30 calendar days prior to the proposed effective date of the plan. The Service Provider's Safety Plan shall include provisions for ensuring compliance with all applicable federal, state and local requirements.

C.1.6.1.2 Safety Procedures

The Service Provider shall develop procedures and practices that minimize accident risk, including internal safety directives and standard operating procedures.

C.1.6.1.3 Smoking

The Service Provider shall comply with Installation policies for controlling smoking in Government buildings and facilities in accordance with the respective Installation instructions.

C.1.6.1.4 Fire Prevention

The Service Provider shall comply with the respective Installation instructions regarding the Fire Prevention Program.

C.1.6.1.5 Safety Equipment and Personal Protective Equipment

The Service Provider shall furnish Service Provider employees safety equipment, personal protective equipment (PPE), and safety devices when required by OSHA regulations, 29 CFR 1910, SUBPART I that are required to meet the terms of the Contract. The Service Provider shall ensure the use by employees of safety equipment and personal protective equipment and devices necessary to protect the individual and others entering the work place.

C.1.6.2 NAVY AND OSHA STANDARDS

C.1.6.2.1 General

The Service Provider shall comply with Navy and OSHA standards in accordance with 29 CFR 1910 and 29 CFR 1926, and explosive standards in accordance with OPNAVINST 8023.2 series, U.S. Navy Explosive Safety Policies, Requirements, and Procedures Manual, and Ionizing Radiation Safety Standards in accordance with

NAVSEA S0420-AA-RAD-010 (RAD-010), U.S. Navy Radiological Affairs Support Program Manual, and Hazardous Materials Shipping Regulations in accordance with 49 CFR Subtitle B, Chapter 1, Subchapter C and other safety and health requirements cited elsewhere in the Contract for the protection of the personnel, facilities, and equipment. The Service Provider shall take such additional precautions as the Government may reasonably require to prevent mishaps and damage to Government property, facilities, and equipment, or injury to employees. Nothing in this Contract shall be construed to relieve the Service Provider of the requirements of the William-Steiger Occupational Safety and Health Act of 1970.

C.1.6.2.2 Industrial Hygiene

The Service Provider shall:

- ? Maintain safe and healthful conditions for their employees according to Occupational Safety and Health Administration (OSHA) Standards.
- ? Comply with Federal, State, and local occupational safety, health and environmental protection standards.
- ? Identify suspected mishaps, health and environmental hazards and provide recommendations to the DGR.
- ? Conduct general awareness and specific safety and health training for personnel as required by OSHA regulations
- ? Furnish Service Provider employees safety equipment, personal protective equipment and safety devices when required by OSHA regulations.

C.1.6.3 TRAINING

The Service Provider shall institute a regular safety-training program for Service Provider employees not later than the date of full Contract performance.

C.1.6.4 MISHAP AND INJURY REPORTS

C.1.6.4.1 General Requirements

The Service Provider shall keep records and report all accidents resulting in death, injury, occupational illness, property damage or adverse environmental impact in compliance with OSHA, EPA, state and local requirements. The Service Provider shall initially report all mishaps to the DGR with basic information of what happened; specifics of the mishap shall be reported as soon as possible after the accident and not later than the next working day. When a mishap involves personal injury to military or non-duty DoD civilian personnel or damage to Government property or equipment, the Service Provider shall also submit mishap information to the NSWCCD Environmental, Safety and Health Department representative that provides all applicable information required by OPNAVINST 5100.23 (series). When a mishap involves personal injury or damage to the Service Provider personnel or property, the Service Provider shall submit a mishap report pursuant to federal, state and local requirements. The Service Provider shall be responsible for costs to repair or replace damaged property if Service Provider employees caused or were responsible for the damages.

C.1.6.4.2 Traffic Accident Reports

The Service Provider shall immediately report to Base Security any traffic mishap involving Service Provider personnel that occurs on base whether in the performance of this Contract or commuting in their privately owned vehicles. The Service Provider

shall also provide the DGR a copy of any report of an off-base traffic mishap that involves Service Provider personnel in the performance of this Contract. The Service Provider shall pay fines, fees and other costs associated with traffic violations or mishaps that are incurred by the Service Provider and occur while performing work under this Contract.

C.1.6.5 EMERGENCY NOTIFICATION PROCEDURES

Service Provider personnel witnessing a fire, a mishap (to include train and aircraft incidents), a criminal act, a hazardous material release, or a threatening act or condition, shall notify the proper authority by calling, or personally reporting the act or occurrence to the installation Fire Department, Security, or other local authorities. Emergency numbers will be provided at Contract Start date.

C.1.7 PERFORMANCE EVALUATION

C.1.7.1 EVIDENCE OF SATISFACTORY PERFORMANCE

The Government will monitor the Service Provider's work performance by periodic progress and status reports, on-site inspections to ensure compliance with contractual requirements and reviewing Contract deliverables. For satisfactory performance, the Service Provider must submit quality reports and deliverables within the required response time and conduct operations with minimal performance defects or valid customer complaints.

C.1.7.2 QUALITY ASSURANCE SURVEILLANCE PLAN

The Government has prepared a Quality Assurance Surveillance Plan (QASP) with the intent of encouraging maximum performance, efficiencies and thrift by the Service Provider within the long-term goals and resource constraints of NSWC. Surveillance will be performed to ensure the high quality standards are met.

C.1.7.3 PERFORMANCE REQUIREMENTS

Each item being monitored is delineated in the Performance Requirements Summary (PRS) provided in each functional section along with the level of acceptable performance by the Service Provider.

C.1.7.4 Performance Evaluation Meetings and Reports

C.1.7.4.1 Performance Status Meeting

The Service Provider's Program Manager shall meet with the DGR weekly during the first three months of this Contract, monthly for the next nine months and quarterly thereafter unless more frequent meetings are required due to Service Provider performance.

C.1.7.4.1.1 Contract Discrepancy Reports. A meeting shall be held upon notification from the Contracting Officer or DGR when a Contract Discrepancy Report (CDR) is issued. The Service Provider shall correct any deficiency in performance within 3 days when so notified by the KO of a CDR. If the deficiency is not corrected within the 3-day period, the Service Provider shall state in writing to the KO why the deficiency has not been corrected and what is being done to correct the deficiency. Further, the Government retains the right to require more frequent meetings if Service Provider performance warrants such action.

C.1.7.4.2 Monthly Performance and Status Report

The Service Provider shall submit a Monthly Performance and Status Report to the DGR not later than the fifth working day of the following month. The report shall be in the Service Provider's format (as mutually agreed upon by the DGR or KO) and include a short narrative of the Service Provider's achievements, presentation and analysis of workload and performance metrics (Attachment C.1-4. - Workload and Metrics Analysis Requirements provides the metrics required for reporting), future work plans, problems or difficulties encountered that prevent full performance of the Contract and recommendations for solving any problems.

- C.1.7.4.2.1 Metric Analysis. The Service Provider shall analyze the metrics to include, at a minimum, actual versus projected workload, trends in performance, and general evaluation of work performance, quality, responsiveness and long-term effectiveness of the work performed. The Service Provider shall identify deviations, reasons for the deviation, and make recommendations for adjustment if necessary. These analysis shall be available for review at the request of the DGR or KO within two working days of the request.
- C.1.7.4.2.2 Annual Performance Analyses. The Service Provider shall provide not later than 30 October each year, an Annual Performance Analysis that shall include the elements described above as well as revalidation of specific metrics or development and proposal of modified metrics or baselines.

C.1.8 INSPECTION BY REGULATORY AGENCIES

C.1.8.1 GENERAL

The Service Provider shall escort (if necessary) Government safety officials, environmental engineers, fire inspectors, security officers, and officials of other agencies and allow them to conduct surveys, studies and inspections of operations and facilities at reasonable times. Other Government personnel, such as NSWCCD management and Inspector General of higher headquarters staff are authorized to observe Service Provider operations. However, these personnel will not interfere with Service Provider performance and will defer all comments concerning the Service Provider's performance to the DGR.

C.1.8.2 INSPECTION NOTIFICATION AND REPORTING

C.1.8.2.1 Notification

The Service Provider shall notify the DGR in advance of any scheduled or immediately in the case of an unscheduled inspection visit by an agent or agents of any regulatory agency.

C.1.8.2.2 Reporting

The Service Provider shall submit a copy of all inspection reports received to the DGR within one working day of the completed inspection.

C.1.8.2.3 Citations

The Service Provider shall be responsible for citations and Notice of Violations (NOVs) issued by regulatory authorities against Government-owned, Service Provider-operated (GOCO) facilities in noncompliance with OSHA, NRC, DOT or environmental standards. Fines or penalties associated with citations, letters of noncompliance, or notices of violation issued by Federal, State, or local regulatory agencies due to

Service Provider negligence or violation of applicable federal, state and local regulations shall be borne totally by the Service Provider. The Government shall be held harmless from any fine or litigation resulting from the Service Provider's actions or failure to meet their responsibility as "Controlling Employer" under OSHA's multi-employer work site policy. The Service Provider shall notify the Contracting Officer or designated representative immediately upon receipt of any citations or NOVs that are issued.

C.1.9 RECORDS, REPORTS AND SUBMITTALS

C.1.9.1 GENERAL

The Service Provider shall compile historical data, prepare required reports and submit information as specified herein and as directed by the Government Representatives. The Service Provider shall prepare, maintain, and submit or make accessible the records, reports, submittals (Attachment in the respective functional areas), and all correspondence (including messages) associated with the work requirement. All correspondence or reports requiring signature by a Government official must be reviewed by the designated Government Representative prior to submission. The Service Provider's reports, submittals or correspondence shall be accurate and complete before submission to the Government Representative. If the Government Representative finds errors or deficiencies, the Service Provider shall take corrective action immediately. All records and reports shall be available for review or "check-out" by the Government Representative upon request and shall be turned over to the Government Representative at the end of the Contract period.

C.1.9.2 FORMATS

The Service Provider shall format data for automated systems input and database maintenance; prepare and submit reports; compile historical data; perform administrative functions; and submit information as specified herein or as requested by the DGR or functional area designated Government Representative. Service Provider generated data not specifically requested as reports or submittals shall be available for Government review and in electronic format readable by Government computers unless otherwise specified.

C.1.10 TRANSITION PHASE-IN/PHASE-OUT

C.1.10.1 PHASE-IN PERIOD

C.1.10.1.1 General

In order to ensure a smooth transition to Service Provider performance and to prevent possible decreases in productivity, the Service Provider shall have personnel onboard during the 90-day period prior to full Contract performance date. Service Provider personnel shall not interfere with normal Government business. The Service Provider's Key Personnel shall be on-site to observe all operations pertinent to Contract requirements such as office functions, procedures and operations, repair/maintenance operations, and other operations that enable Service Provider personnel to become knowledgeable in the work the Service Provider shall perform. During this period, the Service Provider shall become familiar with Contract requirements, ongoing projects and work-in-progress and shall be capable of full performance on the full Contract performance date at the end of the phase-in period.

C.1.10.1.1.1 During the Phase-in period, the Government shall train Service Provider employees to operate and maintain all equipment provided by the Government that

the Service Provider is to operate and maintain. Subsequent training of Service Provider employees shall be the Service Provider's responsibility.

C.1.10.1.2 Transition Plan

The Service Provider shall submit to the DGR for approval, the Transition Plan not later than 15 calendar days after the contract award date. The Service Provider shall incorporate into the Transition Plan the comments of the DGR.

C.1.10.2 PHASE-OUT PERIOD

Ninety days prior to the completion of this contract (to include option periods), an observation period shall occur, at which time management personnel of the incoming workforce may observe operations and performance methods of the incumbent Service Provider. This period will allow for orderly turnover of facilities, equipment and records and will help to ensure continuity of service. The Service Provider shall not defer any requirements for the purpose of avoiding responsibility or of transferring such responsibility to the succeeding Service Provider. The Service Provider shall fully cooperate with the succeeding Service Provider and the Government so as not to interfere with their work or duties.

C.1.10.3 FULL CONTRACT PERFORMANCE DATE

The Service Provider shall be fully responsible for the Base Support Services described herein at the end of the Phase-in period at the full Contract performance date. Therefore, on the initial day of full Contract performance, the Service Provider shall provide a work force that is fully qualified and capable of performing all work required under this Contract.

ATTACHMENT C.1-1. - REPORTS AND SUBMITTALS

ATTACHMENT C.1-1 Reports and Submittals

PWS Paragraph	Title	Format	Required Date	Frequency	Distribution	Remarks
C.1.2.9.8	Employee Roster	Written/Electronic	10 c-days prior to FCP and within 1 w-day of a change	Initial/As changes occur	COR	
C.1.2.10.1	Organization Chart	Written/Electronic	Within 30 c-days of award and 5 w- days of changes	Initial/As changes occur	COR	
C.1.6.1.1	Safety Plan	Written/Electronic	20 c-days prior to FCP and 30 days prior to implementing changes	As Required	COR	
C.1.7.4.1.1	Contract discrepancy Reports	Written/Electronic	3 days after action request not completed	As Required	KO/COR	
	Monthly Performance and Status Report	Written/Electronic	not later than the fifth working day of the following month	Monthly	COR	
IC 17422	Annual Performance Analysis	Written/Electronic	not later than 30 October each year	Annual	COR	
C.1.10.1.2	Transition Plan	Written/Electronic	not later than 15 c-days after contract award	Once	KO/COR	

FCP

c-day

w-day

ATTACHMENT C.1-2. - FEDERAL HOLIDAYS

ATTACHMENT C.1-2 FEDERAL HOLIDAYS

Holiday Title	Date of Observation
New Years Day*	1-Jan
Martin Luther King JR's Birthday	3rd Monday of January
Presidents Day	3rd Monday of February
Memorial Day	Last Monday of May
Independence Day*	4-Jul
Labor Day	1st Monday of September
Columbus Day	2nd Monday of October
Veterans Day*	11-Nov
Thanksgiving Day	4th Thursday of November
Christmas Day*	25-Dec

^{*}If the specified date falls on a Saturday, the observed holiday is the preceding Friday. If the date falls on a Sunday, the observed holiday is the following Monday.

ATTACHMENT C.1-3. - INTERSERVICE SUPPORT AGREEMENTS AND MEMORANDUMS OF UNDERSTANDING

ATTACHMENT C.1-3 INTERSERVICE SUPPORT AGREEMENTS AND MEMORANDUMS OF UNDERSTANDING

Supplying Activity	Receiving Activity	Title/Service	Effective Date
NSWC CD SSES, Phil.	NCTAMSLANT DET	Misc. Services	00 Oct 01

ATTACHMENT C.1-4 WC	RKLOAD AND METRICS	ANALYSIS REQUIREMENTS
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ATTACHMENT C.1-4 Metrics Analysis Requirements

(Suggested Format)

Performance and Status R	eport for the Month of	Year	_
Accomplishments / Achievements this period:			
	Metric Analysis:		
	<u>Actual</u>		Required
1. (performance Req'mt 1as stated in PRS/workload)			
(performance Req'mt 2as stated in PRS/workload)			
etc.			
Possible Reasons for Deviation / Variance (if any):			
{Trends in work / performance:			
Quality Deviation:			
Responsiveness:			
Effectiveness (Customer Satisfaction?)):			
Equipment/Systems Problems			
Future Goals / Work Plans:			
Problems or Difficulties (possibly compromising FULL	_ performance):		
Recommendations:			